

Computer and Audio Tips

Webinar Set-up and Troubleshooting

Computer Compatibility

- To view this event, your computer must be set up with WebEx **“Event Manager”** in advance of the event.

To set up “Event Manager”:

- 1) Click this link below: <https://2010dgac.webex.com/2010dgac/ecsetup.php?frommail=1>
- 2) Click the “set up” button, and
- 3) Follow prompts. You will see a message on your screen indicating when set up is complete.

If you are unable to successfully set up WebEx Event Manager on your own, call your technical support department to see if your company or agency has download restrictions that need to be lifted before adding any software.

- The **speed of your internet connection** will impact the quality of your experience. Use of a DSL internet connection (rather than a dial-up connection) is highly recommended.

Adjusting Your Computer for Adequate Audio Quality

The webinar meetings of the Dietary Guidelines Advisory Committee are monitored for quality sound projection throughout the meeting. If you encounter difficulties hearing, it is likely due to your settings or the speaker quality of your personal computer. Please see the tips below to assist you with setting/checking your sound.

- **Allow time to adjust your personal computer’s audio** by logging into the meeting at least 15 minutes before the scheduled starting time. Background music will be aired to allow you to adjust the sound on your computer.
- **Sound is controlled in several places on a computer. You may need to check all of them.**
 1. You will have a WebEx sound bar that will be set to low when you log on. Turn this up.
 2. Your lower bar on your desktop may have an icon that takes you to your sound controls.
 3. Also check through your start menu. For example, for Windows, go to “start,” select “settings,” and select “control panel.” “Sound and Audio Devices” are listed there.
 4. It is recommended you use a **headset** for best sound. Check that it is correctly plugged in and your sound settings are turned up adequately at all control points.
 5. If you use desktop speakers, be sure they are plugged in, turned on, and the sound is turned up adequately at all control points. Headsets are recommended over speakers.
- Listening from a laptop computer is not recommended, as your laptop speaker quality may be poor.

Technical Assistance

For technical assistance in preparing for or joining the event, contact WebEx technical support at 1-866-229-3239 (US and Canada Toll-Free) or +1-408-435-7088 (International Toll).

Other Information

An archived recording of the meeting will be available for listening and viewing starting Friday, February 19, 2010 at www.dietaryguidelines.gov.